

IT Florida Awards Gala and Tech Forum  
Nomination Form  
Government Technology Leadership Award

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Parent company: Miami-Dade County  
Type of Company: county government

## My Neighborhood/My Home

Provide an executive summary of the IT initiative or solution:

Introduced to the neighborhoods of Miami-Dade County in July 2002, "My Neighborhood" is a new interactive web service that joins geographical mapping (GIS) with several databases to provide citizens with helpful and improved information about their neighborhoods and their real property. Given a property address, a street intersection or a known landmark, citizens can access information stores of crime incidents, registered sexual offenders and predators, property sales, code violations, land use and capital improvements.

"My Neighborhood", an innovative online application located at <http://gisims2.co.miami-dade.fl.us/MyNeighborhood/Home.asp>, meets its objective of improved constituent service and addresses these issues by allowing users to search a variety of databases linked to the County's geographic mapping system. It uses a common look and feel to provide geographically-based mapping information. GIS maps are clear, detailed, and easy to read. Other features include an integrated search that is consistent through each application. Navigation to map points can also be done through a map interface. Map images for properties can be displayed two ways, graphic or aerial photography. The print function produces nicely formatted maps and reports. Information provided by the application is updated on a daily basis from the Florida Department of Law Enforcement for the Sexual Predator's component and weekly for all other applications.

Visit My Home at  
<http://gisims2.co.miami-dade.fl.us/MyHome>  
and My Neighborhood at  
<http://gisims2.co.miami-dade.fl.us/MyNeighborhood>

An accompanying online service "My Home" provides property appraisal and property tax information to county residents based on the owner's name, address or folio number. Enter your address, and you can find out your

property's assessed value, the square footage of your home, the year it was built and the sales amount. Through the same online service, information from the County Tax Collector's Office will let you know if your taxes have been paid, how much they are, and if prior taxes are due. If you are enrolled in the quarterly payment plan, you can even track your installment payments online.

Describe how the initiative or project has contributed to the agency's mission accomplishment. How has it improved the delivery of governmental services? How has it improved the cost effectiveness of the agency?

Homeowners, business people or potential new homebuyers would have to go to several unrelated sources to determine a particular neighborhood's "quality of life" (i.e., property values, likelihood of crime, capital improvement plans based on future growth). To compound the frustration, some of these data sources would be online, while others would not be as readily available. Additionally, there are growing concerns about the safety of our children near our homes and schools, and a growing demand for information that helps us to protect them.

My Neighborhood brings all of these diverse sources into one central location. By using any web browser, the information is available 24 hours a day.

Citizens searching for government-related information about their neighborhoods have found the task a potentially daunting one in Miami-Dade County. A large and complex governmental structure, the County's layers of bureaucracy and multitude of Departments can turn even simple requests for information into frustrating endeavors.

Before the creation of this site, citizens in need of information on properties or their surrounding areas would have to go to several different county offices and often have to wait in long lines. My Neighborhood not only brings all of these diverse sources into one central location, but the information is also available to citizens 24 hours a day.

Set forth any key facts and statistics that demonstrate the impact and effectiveness of the project or initiative.

- 80% of calls, faxes and letters requesting property assessment roll information have been eliminated (permitting businesses, title companies, real estate companies, etc)
- Webmaster email indicates that citizens like the "clicking on a property functionality" to obtain information when a folio number or address is not known to them.

Once the prototype model for one application was developed, development time was much shorter for each new database added to the mix. Cost savings in development time were achieved through the common interface to multiple applications.

Feedback from users of the beta site has been overwhelmingly positive. Although the application is too new to record annual usage statistics, site visits for July through December 2002 averaged 286,949 per month or 1,594 per day. Additionally, the basic framework allows for putting any GIS data online, making it easily replicable for all kinds of applications, and easily modifiable for any type of event (i.e., damage assessment, disaster recovery). This brings us closer to the 'build once, use many' philosophy that we are trying to achieve.

Provide any other information (limited to 5 pages) that supports the nomination of the application.